

SGUNITED SKILLS PROGRAMME IN WSQ DIPLOMA IN FOOD SERVICE (PASTRY AND BAKING) (FULL-TIME)

Course Modules

Certificate Level

1. Food Hygiene [8 hours]

Food Safety Course Level 1

On completion of this unit, the learner will have the knowledge and application skills required to undertake hygiene practices and standards applicable in the Food and Beverage industry. This includes:

- Practising good personal hygiene
- Handling and storing food safely
- Maintaining cleanliness of utensils, equipment and service, or storage areas in accordance with organisational procedures and recipes, food and Workplace Safety and Health (WSH) requirements

2. Basic Skills for Kitchen Operations [60 hours]

I. Demonstrate Basic Knife Skills

On completion of this unit, the learner will have the knowledge and application skills in demonstrating basic knife skills applicable to the Food and Beverage industry. This includes:

- Maintaining knives in good condition and good repair
- Reinstating work station in accordance with organisational procedures and recipes, food and Workplace Safety and Health (WSH) requirements

II. Receive and Store Products

On completion of this unit, the learner will have the knowledge and application skills in receiving and storing products applicable to the Food and Beverage industry. This includes:

- Receiving and preparing store products and supplies
- Storing products and supplies in accordance with organisational procedures and recipes, food and Workplace Safety and Health (WSH) requirements

III. Maintain Safe and Secure Working Environments

On completion of this unit, the learner will have the knowledge and application skills in maintaining safe and secure working environment applicable to the Food and Beverage industry. This includes:

- Complying with safety instructions and interpreting safety signs and hazard symbols
- Handling and storing hazardous materials in accordance with MSDS information
- Following procedures in case of emergencies involving hazardous materials

IV. Prepare Western Cold Sauces

On completion of this unit, the learner will have knowledge and application skills in preparing cold sauces applicable to the Food and Beverage industry. This includes:

- Assembling kitchen tools and equipment
- Preparing ingredients for making cold sauces
- Preparing and storing cold sauces

3. Professional Development 1 [15 hours]

Project a Positive and Professional Image

On completion of this unit, the learner will have knowledge and application skills in projecting a professional image when serving customers and equipping oneself with a positive and customer-oriented mindset to impress and wow customers in their day-to-day engagement. This includes:

- Recognising the impact of one's professional image and persona on the organisation
- Communicating professionally with customers in accordance with organisation's guidelines

Higher Certificate Level

4. Fundamentals of Baking [60 hours]

I. Prepare Equipment and Ingredients

On completion of this unit, the learner will have knowledge and application skills in preparing equipment and ingredients applicable to the Food and Beverage industry. This includes:

- Assembling cooking tools and equipment
- Weighing and measuring ingredients
- Preparing dried, frozen and concentrated products for use

II. Demonstrate Baking Techniques, Mixing Methods, and Piping Skills

On completion of this unit, the learner will have knowledge and application skills in basic baking techniques, mixing methods and piping skills applicable to the Food and Beverage industry. This includes:

- Preparing baking equipment and ingredients
- Applying mixing and piping methods in the baking and pastry making process
- Reinstating work station in accordance with organisational procedures and recipes, food and Workplace Safety and Health (WSH) requirements

III. Prepare Sweet and Savoury Fillings, Sauces and Creams

On completion of this unit, the learner will have knowledge and application skills in preparing, evaluating and storing vanilla sauce, pastry cream, syrup and fruit coulis, fruit filling and savoury filling applicable to the Food and Beverage industry. This includes:

- Preparing sweet and savoury fillings, sauces and creams which may include tempering egg mixtures, heating sugar, matching fruits and using thickener and cooling products quickly
- Baking products that use sweet and savoury fillings, sauces and creams
- Checking consistency of finished products and other doneness assessment
- Labelling with production date and storing finished products

5. Principles of Baking [120 hours]

I. Make Basic Cakes

On completion of this unit, the learner will have knowledge and application skills in making basic cakes applicable to the Food and Beverage industry. This includes:

- Assembling baking tools and equipment
- Preparing ingredients for cake making
- Preparing and baking batter
- Cooling and storing finished cake products

II. Make Cookies

On completion of this unit, the learner will have knowledge and application skills in making cookies applicable to the Food and Beverage industry. This includes:

- Preparing and shaping/cutting dough for baking and adding pre-baked toppings or finishing
- Baking dough
- Cooling and storing finished cookie products

III. Make Muffins and Scones

On completion of this unit, the learner will have knowledge and application skills in making muffins and scones applicable to the Food and Beverage industry. This includes:

- Preparing ingredients for making muffins and scones
- Preparing batter and dough for baking
- Baking batter and dough
- Cooling and storing finished muffin and scone products

IV. Make Tarts and Short-Crust Pastries

On completion of this unit, the learner will have knowledge and application skills in making tarts and short-crust pastries applicable to the Food and Beverage industry. This includes:

- Preparing ingredients for making tarts and short-crust pastries
- Preparing dough and fillings for baking
- Baking dough
- Cooling, assembling and storing tarts and short-crust pastry products

V. Make Basic Breads

On completion of this unit, the learner will have knowledge and application skills in making basic bread products applicable to the Food and Beverage industry. This includes:

- Preparing ingredients for bread making
- Preparing, shaping and proofing dough
- Baking proofed dough
- Cooling and storing finished bread products

VI. Prepare Deep Fried Ready-to-Use Products

On completion of this unit, the learner will have knowledge and application skills in preparing deep-fry ready-to-use products applicable to the Food and Beverage industry. This includes:

- Measuring, preparing and checking the quality of ingredients
- Setting up for deep fry products for the required time
- Draining oil from the finished products and applying garnish, sauces and condiments where applicable
- Assembling final products and package them where applicable

6. Restaurant Service Skills for Chefs [60 hours]

I. Interact and Serve Food and Beverage Customers

On completion of this unit, the learner will have knowledge and application skills in interacting with and serving Food and Beverage customers. This includes:

- Recommending menu items and taking food and beverage orders in accordance with customer's dietary requirements and preferences
- Setting cutlery, crockery and glassware on table
- Monitoring customer's needs during meals
- Preparing bills to customers and assisting with organisational procedures

II. Prepare for Service (Mise En Place)

On completion of this unit, the learner will have knowledge and application skills in preparing for service (Mise En Place) applicable to the Food and Beverage industry. This includes:

- Checking and discarding expired condiments and damaged service items
- Replenishing and placing service items in designated areas
- Cleaning and setting up service stations and tables, in accordance with organisational procedures and recipes, food and Workplace Safety and Health (WSH) requirements

III. Provide Go-the-Extra-Mile Service

On completion of this unit, the learner will have knowledge and application skills in providing impeccable service to exceed customer expectations and thereby, creating a positive customer experience. This includes:

- Demonstrating the qualities and characteristics of a service professional
- Creating a positive customer experience by offering customised and personalised service in accordance with organisational guidelines
- Escalating feedback on areas of improvement to enhance the customer experience

Advanced Certificate Level

7. Advanced Baking Techniques [60 hours]

I. Make Café Style Breads

On completion of this unit, the learner will have knowledge and application skills in making café style breads applicable to the Food and Beverage industry. This includes:

- Preparing ingredients for café style bread making
- Preparing, shaping, inserting fillings and proofing dough
- Baking or deep frying dough
- Glazing/icing/dusting, cooling and storing café style bread products

II. Prepare Advanced Cakes

On completion of this unit, the learner will have knowledge and application skills in baking advanced sponge cakes applicable to the Food and Beverage industry. This includes:

- Preparing icings, fillings, glazes and fondant
- Baking advanced cakes
- Assembling cakes by cutting and applying filling and icing
- Applying advanced piping skills to decorate the cakes

III. Make Puff Pastry Products

On completion of this unit, the learner will have knowledge and application skills in making puff pastry products applicable to the Food and Beverage industry. This includes:

- Preparing ingredients and dough for making puff pastries
- Laminating, resting and cutting laminated dough
- Preparing fillings for making puff pastry products
- Filling and shaping laminated dough for baking
- Baking filled dough

IV. Prepare Pre-Mix, Frozen and Bake-Off Products

On completion of this unit, the learner will have knowledge and application skills in preparing pre-mix, frozen and bake-off products applicable to the Food and Beverage industry. This includes:

- Measuring, preparing and checking the quality of ingredients
- Verifying the product quality which may include examining products, packaging, shelf-life and expiry dates to identify any signs of damage
- Preparing pre-mix, frozen and bake-off products using various cooking methods, tools and equipment by following product instructions

8. Food Quality Management [60 hours]

I. Conduct Food and Beverage Hygiene Audits

On completion of this unit, the learner will have knowledge and application skills in conducting food and beverage hygiene audits in accordance to regulatory and/or organisational requirements applicable in the Food and Beverage industry. This includes:

- Planning and conducting audits on personal hygiene practices
- Handling of food safety and storage
- Maintaining cleanliness and upkeep of utensils, equipment and premises in accordance with organisational procedures and recipes, food and Workplace Safety and Health (WSH) requirements

II. Supervise Quality Procedures

On completion of this unit, the learner will have knowledge and application skills in applying, maintaining and supervising internal quality systems and external suppliers at the workplace. This includes:

- Monitoring quality of materials and equipment received from suppliers to ensure organisational quality standards are met
- Evaluating and selecting quality systems of identified supplier
- Maintaining quality control records systems and archiving according to organisational procedures and legislative requirements
- Reviewing procedures to provide solutions for quality improvement

9. Western Food Preparation Techniques [70 hours]

I. Demonstrate Basic Dry Heat Cooking Methods

On completion of this unit, the learner will have knowledge and application skills in demonstrating basic dry heat cooking methods applicable in the Food and Beverage industry. This includes:

- Assembling cooking tools and equipment
- Preparing ingredients for various dry heat cooking
- Applying various dry heat cooking methods
- Reinstating work stations

II. Demonstrate Basic Moist Heat Cooking Methods

On completion of this unit, the learner will have knowledge and application skills in demonstrating basic moist heat cooking methods applicable in the Food and Beverage industry. This includes:

- Assembling cooking tools and equipment
- Preparing ingredients for various moist heat cooking
- Cooking food by various moist heat cooking methods
- Reinstating work stations

10. Food Nutrition [20 hours]

Understanding Nutritional Knowledge and Dietary Requirements

On completion of this unit, the learner will have knowledge and application skills in understanding basic nutritional knowledge and dietary requirements applicable to the Food and Beverage industry. This includes:

- Applying portion sizing to food preparation
- Applying cooking techniques that preserve nutritional qualities of food
- Applying strategies to reduce negative health impact of some foods and help customers make healthy choices

11. Communication Skills [20 hours]

Facilitate Effective Communication and Engagement at the Workplace

On completion of this unit, the learner will have knowledge and application skills in promoting the use of effective communication within a team applicable in the workplace. This includes:

- Maintaining and promoting effective communication among staff taking into account diversity issues
- Assessing conflict situation and developing appropriate conflict resolution strategies to negotiate issues towards a mutually acceptable outcome

12. Professional Development [20 hours]

Develop Self to Maintain Professional Competence at Supervisory Level

On completion of this unit, the learner will have knowledge and application skills in communicating effectively in a team and leading team decision making applicable in the workplace. This includes:

- Seeking comments and feedback to ensure message is received and understood
- Developing and maintaining one's professional competence
- Working with team to develop, assess and select more appropriate decision to meet team and organisational objectives based on success rate and risk factor considerations

Diploma Level

13. Specialty Cuisines [60 hours]

I. Prepare Various Types of Cuisines

On completion of this unit, the learner will have knowledge and application skills in preparing various types of cuisines including Malay, Thai, Indian, Chinese, French, and Italian applicable in the Food and Beverage industry. This includes:

- Preparing starters/appetisers, mains and desserts of various cuisines with various cooking methods
- Mixing ingredients to achieve desired tastes of various cuisines
- Using substitutes to products common in various regions
- Catering to special cultural and dietary needs such as kosher, halal, vegetarian and food allergies

II. Prepare Advanced Western Salads and Garnishes

On completion of this unit, the learner will have knowledge and application skills in preparing advanced western salads and garnishes applicable in the Food and Beverage industry. This includes:

- Conducting line checks for freshness of ingredients and products
- Preparing elaborate vegetables, fruit garnishes, cold cuts, shaped butter, stuffed eggs, compound salads, composed salads and warm salads
- Using seasoning carefully to prevent deadening palate for other courses
- Preparing canapes, caviars and appetisers

15. Specialty Pastries and Desserts [70 hours]

I. Prepare Dry Heat and Moist Heat Asian Desserts

On completion of this unit, the learner will have knowledge and application skills in preparing dry heat and moist heat Asian desserts applicable in the Food and Beverage industry. This includes:

- Measuring, preparing and checking quality of ingredients
- Preparing mixture for dough, batter or paste for dry heat and moist heat Asian desserts
- Cooking dry heat and moist heat Asian desserts and garnishing finished products where applicable

II. Bake for Health

On completion of this unit, the learner will have knowledge and application skills in assembling ingredients, tools and equipment for healthy baking applicable in the Food and Beverage industry. This includes:

- Modifying existing formulas to include more nutrient dense ingredients that are compliant with dietary restrictions
- Utilising gluten free flour, apple sauce, whole grain flour to achieve a more nutrient-dense formula
- Adjusting baking steps when substituting ingredients in accordance with organisational procedures and recipes, food and Workplace Safety and Health (WSH) requirements

16. Restaurant Concepts [30 hours]

Apply Food and Beverages Concepts and Set-Up

On completion of this unit, the learner will have knowledge and application skills in understanding the various Food and Beverage concepts, formats and set-ups. This includes:

- Strategising and initiating food service set-ups
- Developing concepts and setting up the operational space for food service establishments
- Conducting market and financial feasibility studies
- Completing the licensing and permit requirements to operate food service business in accordance with organisational procedures and recipes, food production and Workplace Safety and Health (WSH) requirements

17. Food Production Management [45 hours]

I. Supervise Food Production

On completion of this unit, the learner will have the knowledge and application skills in supervising food production applicable in the Food and Beverage industry. This includes:

- Implementing quality control procedures and inspecting for adherence of health, safety and hygiene standards throughout operations
- Overseeing food production activities, opening and closing shift activities
- Receiving, storing and ensuring minimum level and highlighting requirement to replenish stock
- Briefing and guiding staff on meeting quality standards and adjustment made to the working procedures

II. Maintaining Inventories

On completion of this unit, the learner will have knowledge and application skills in maintaining inventories applicable in the Food and Beverage industry. This includes:

- Maintaining minimum stock levels and replenishing stock to appropriate levels
- Executing stock counts and receiving and storing stocks according to guidelines
- Monitoring and maintaining condition and operation of storage area
- Impacting of inventory levels on cost (i.e. just in time delivery)

18. Food and Beverage Cost Controls for Chefs [30 hours]

Manage Cost and Quality Controls

On completion of this unit, the learner will have knowledge and application skills in standardising recipes, using yield calculations for purchase decisions, determining direct material cost and monitoring product quality applicable in the Food and Beverage industry. This includes:

- Performing, analysing and applying periodic yield calculations
- Controlling and estimating cost
- Controlling product quality and safety

19. Problem Solving Skills for Managers [30 hours]

Solve Problems and Make Decisions at Managerial Level

On completion of this unit, the learner will have knowledge and application skills in examining the causes of performance deficiency and its impact on an organisation applicable in the Food and Beverage industry. This includes:

- Collecting relevant and current information on organisational performance standards and quality control policies
- Identifying the root causes of the problems with team members using appropriate group facilitation techniques
- Determining a preferred solution using appropriate methods and drawing up an implementation plan to carry out the solution at the workplace
- Formalising implemented solution as part of the organisation's current standard operating procedures
- Evaluating the effectiveness of the implemented solution and implementation plan using appropriate techniques and criteria

20. Supervised Field Training [60 - 90 hours]

Learner will be provided with an opportunity to apply theories, principles and skills acquired from the course in a commercial setting under guidance and supervision, to achieve a sense of professional competence and accomplishment.